

State Position #: 026944

Position Title: Operations Program Associate

Position Summary

Reporting to the Director of the Milwaukee Early Care Administration (MECA) in the Division of Early Care and Education, this position provides top level confidential administrative support to the Administrative Team (Director and Operations Manager) as well as providing high level programmatic support to the entire Bureau. The position is responsible for independent analysis of issues and follow up matters requiring the attention of the Director, which involves extensive interaction with the Office of the Secretary, the bureaus, other divisions in the Department of Children and Families.

Additionally, this position has access and exposure to confidential information and correspondence that have an impact on the employee/employer relationship. Duties include proofreading, editing and distributing correspondence composed by management that could include disciplinary letters, grievance responses, budget and fiscal issues and participating in management meetings where these topics are discussed. These duties can involve a significant degree of individual initiative, independence, discretion and decision-making across a variety of MECA staff and DCF central office staff. The position requires monitoring of workflow and detailed knowledge of roles and responsibilities within MECA, throughout the Department, and of other public and private agencies.

Successful performance requires highly developed skills in coordination and administration, effective verbal and written communication skills and a working knowledge of the DCF/MECA policies and procedures and the associated statutes and administrative codes for the administration of Wisconsin Shares, including Chapter. 49, Statutes, DCF 201, Wisconsin Administrative Code.

Goals & Worker Activities

40% A. Provide confidential administrative and program support to the Director and Operations Office Director of the Bureau of the Milwaukee Early Care Administration.

- A1. Maintain the Bureau Director's calendar and schedule. Arrange meetings for the Bureau Director with other Division and Department staff and community agency representatives. Secure meeting rooms, locations, inform participants and prepare agendas and other materials as needed. Resolve scheduling conflicts.
- A2. Prepare and proofread confidential letters, reports and memos at the request of the administrative team, assuring consistency with Department policies and objectives. Prepare correspondences for the signature of the Bureau Director.

- A3. Research, assemble, review, edit, organize materials and acquire approval during preparation of materials for speeches, presentations, and meetings within the Bureau and for any Division meetings involving the Division Administrator or Secretary's Office. Bring to the Director's attention any events, correspondence, or historical documents that may impact on upcoming meetings or speeches.
- A4. Develop and maintain electronic and paper filing systems to support activities and retention and retrieval needs of the Bureau and ensure appropriate follow up on unresolved matters to include correspondence, personnel matters, and reports and information requested from internal and external groups.
- A5. Prepare meeting agendas, assemble and organize materials, record and distribute minutes/notes of MECA Management meeting and other meetings with internal and external individuals.
- A6. Maintain familiarity with current Bureau projects and assign back ups as necessary for the Director and provide background information to ensure desired results of projects are obtained.
- A7. Make travel arrangements; prepare itineraries, travel vouchers, and car reservations for the Bureau Director and professional staff as requested.
- A8. Handle telephone, written requests and correspondence, Controlled Correspondence, reports, and assignments for the Bureau Director and determine appropriate distribution and re-assignment using knowledge of Division-wide programs. Bring important or urgent matters to the Director's attention. Use independent judgment and discretion in interpreting, processing and assigning priority to these requests. Make routing assignments to Bureau or Division staff and follow-up to ensure completion and timely response.
- A9. Function as e-mail delegate for the Director. Screen and respond to e-mail messages accordingly. Route requests for information and follow up to ensure timely responses.
- A10. Perform administrative support duties of the MECA Director, Operations Office Director and Program Supervisors to ensure smooth and efficient office operations. Implement new/improved office procedures. Train employees as needed on the policies, procedures and practices of the Department. Distribute, monitor and proof for final product Division/Department assignments ensuring quality, quantity, timeliness and accuracy of the assignments. Schedule and lead meetings of the support staff and provide communication linkage strategies, work flow process etc.

35% B. Provide timely and accurate service and support to MECA staff for the ongoing operation of the MECA's program functions.

- B1. Maintain a working knowledge of programs and projects administered by the Bureau, statutory and administrative code mandates and current policies and procedures that apply.
- B2. Coordinate the issuance and Bureau-wide display and distribution of updates and new materials to the Department, Division, and Bureau initiatives (HR EAP or Brown Bags, Trauma Informed Care, etc.)
- B3. Assist in the coordination of the recruitment process of Bureau employees to ensure the Department requirements are met. Coordinate and support the interview process, pre-onboarding, and off-boarding for the Bureau Director, Operations Office Director, and Program Supervisors. Monitor and maintain program database access (CSAW, CWW, BRITS, etc.) requests for all MECA staff.
- B3. Assist the Bureau Director with research on confidential or sensitive issues and assignments, e.g., briefings and meeting materials, personnel issues. Prepare documents, discuss and edit with Director. Assist with special projects as directed.
- B4. Coordinate communication between MECA and a) internal DCF bureaus and regional offices, and b) external state agencies, provider agencies, advocacy groups, consumer organizations, legislators, and the public. Arrange meetings and set up conference calls. Assist in resolving Bureau issues and problems providing technical assistance with the Department's Initiatives as needed.
- B5. Assist supervisors in the bureau wide management of clerical support staff, in the coordination of workload and duties and coverage for absences.
- B6. Provide assistance to supervisors and staff on accessing DCF and Milwaukee County resources, including but not limited to human resources, information technology, facilities, and purchasing. Identify and provide training to be provided to MECA staff as appropriate.
- B7. Provide guidance to MECA staff on p-card, purchasing and other fiscal and billing matters as required. Coordinate with DCF fiscal staff to plan on related matters.
- B8. Coordinate obtaining photo and non-photo identification cards for MECA staff and maintaining records of staff possessing ID's.
- B9. Oversee and evaluate service delivery and management support systems to maximize cost-effectiveness of MECA operations.
- B10. Provide support for MECA's purchasing activities for materials and supplies to support its operational and program mission. Maintain working knowledge

of STAR for purchase orders. Pay invoices according to Department guidelines.

- B11. Serve as Forms/publications coordinator for MECA. Maintain all knowledge of forms and publication guidelines. Work directly with Division coordinator as necessary.

15% C. Manage and implement special projects and assignments as directed by the MECA Director.

- C1. Assist in the development work plans to implement changes that support MECA's mission.
- C2. Provide consultation and support to MECA Staff as needed to address operational issues.
- C3. Ensure coordination with non-MECA staff and other State agencies on behalf of MECA program operations.
- C4. Assist in the development of written policies, procedures, and tools required for MECA to effectively and efficiently meet its mission.
- C5. Perform special assignments relating to MECA's administrative and programmatic responsibilities under the direction of the Director.
- C6. Identify, anticipate, and assist the Director to resolve operational problems as necessary

10% D. Coordination, communication, and implementation of the MECA space and facilities related changes.

- D1. Serve as the MECA contact in issues related to space planning and usage to ensure effective and efficient utilization of resources in MECA's leased space with DCF facilities staff.
- D2. Serve as the MECA contact for systems furniture to ensure more efficient use of space and equipment.
- D3. Coordinate with DCF and Milwaukee County on the arrival and departure of new staff, including access cards and cubicle keys.

Knowledge and Skills

1. Knowledge of the principles and practices of providing administrative and programmatic support to managers.
2. Ability to work independently, set priorities and exercise independent judgment.
3. General knowledge of Department functions and composition of state government.
4. Extensive knowledge of modern office practices, procedures and equipment including Microsoft Office products.
5. Ability to meet and deal effectively with people and maintain positive working relationship with staff across organizational, hierarchical, and geographic boundaries.
6. Ability to utilize appropriate and sensitive discretion in dealing with confidential information and situations.
7. Excellent organizational skills for managing multiple priorities.
8. Oral and written communication skills.
9. Knowledge of childcare principles, practices, and functions
10. Ability to work in a team environment.